

# John Deere Dealer Leadership Learning Outcomes



John Deere dealers and customers continue to grow, merge, and change. Integrated technology solutions, changes in processes, weather, and the economy put tremendous pressure on Dealer leadership to maintain Deere's cultural heritage while adjusting to the new business realities.

Developing leaders to hire and coach dealership employees with various experience levels is no longer a "program"... it's a way of life. John Deere quality will always be a given. How Dealer leadership engages, thinks, solves problems, communicates, educates, and creates opportunities is a strength your competition cannot copy.

For over 50 years, AchieveGlobal has helped customers build stronger leaders. For 24 years, Joe Wozniak, senior account executive, has supported John Deere with Leadership, Customer Service, and Sales development initiatives. We deeply understand Deere's unique culture and look forward to partnering for your Dealer Leadership Training.

## Learn More

- Led by expert facilitators, classes range from 4 hours to multi-day workshops.
- For course descriptions, pricing, information on other AchieveGlobal offerings, or other questions, please contact Joe Wozniak ("Woz") at 630-237-3712 or [joe.wozniak@achievegloabl.com](mailto:joe.wozniak@achievegloabl.com). Visit our website at [www.achievegloabl.com](http://www.achievegloabl.com)

## Pricing

- 1 day workshop:** 2 modules delivered for up to 15 participants (includes follow-up materials) — \$4,350\*
- 2 days workshop:** 4 modules delivered for up to 15 participants (includes follow-up materials) — \$8,700\*
- 1 1/2 days workshop:** 3 modules delivered for up to 15 participants (includes follow-up materials) — \$7,950\*

\*Excludes trainer travel costs and expenses, taxes, and shipping

## MANAGING THE PERFORMANCE OF OTHERS™

(1 1/2 days, or available as individual modules below) As the manager or supervisor, your job is to help others do the work that makes the dealer successful. This workshop helps leaders guide and direct the performance of others by preparing and conducting different types of performance-related discussions.

### Clarifying Performance Expectations™

- Clarify expectations in a way that increases employees' ability to manage more job responsibilities on their own.
- Hold a productive discussion and respond effectively to questions around work priorities and goals.
- Identify when a performance expectations discussion is necessary.

### Correcting Performance Problems™

- Identify performance issues requiring action and why managers delay action.
- Collect background information prior to performance discussions.
- Conduct focused conversations around poor performance that result in action toward improvement.



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*AchieveGlobal helps businesses turn strategy into success by developing the skills and performance of their people. With more than 40 years of experience worldwide, AchieveGlobal provides training and consulting in leadership development, sales effectiveness and customer service. Visit [achievegloabl.com](http://achievegloabl.com) to learn more.*



### Conducting Performance Reviews™

- Prepare and help employees prepare for a collaborative performance review.
- Give your perspective while increasing employee motivation and learning throughout the year.
- Overcome major performance disconnects with employees.

### ACCELERATING TEAM PRODUCTIVITY™

(1 day) Today's teams are expected to produce more and faster than ever before. These workshops are designed to help leaders focus teams on key Dealer results, build energy and momentum, and handle difficult dynamics within a team that impacts performance.

### Building Team Pride and Purpose™

- Identify actions that can build pride within individuals and groups.
- Build a sense of purpose within the team.
- Communicate team goals in a compelling way to inspire commitment.

### Resolving Conflicts Within Your Team™

- Identify barriers that fragment and negatively impact a team.
- Demonstrate a set of key actions for resolving conflicts within your team and successfully managing unproductive reactions.
- Learn how to support team members in addressing conflicts themselves.

### MAXIMIZING YOUR SUPERVISORY POTENTIAL™

(1 day) As a result of ongoing change, new—and even tenured—supervisors frequently find themselves performing an awkward and uncomfortable balancing act. This workshop helps them strive to balance the elements of their job responsibilities.

### The Hallmarks of Supervisory Success™

- Manage the transition to a supervisory role.
- Outline actions to build credibility.
- Tap into the commitment of others toward departmental and Dealer goals.

### Delegating for Shared Success™

- Evaluate what work must be done by you versus what should be delegated.
- Plan tasks and align with appropriate staff.
- Demonstrate actions for conducting a delegation conversation and follow-up.

### CHANGE MANAGEMENT SKILLS

(2 days) It is difficult for leaders to build commitment without the fundamental skills to recognize, develop, and provide feedback around change. This workshop provides a coaching framework for leaders to support internal motivation of employees, maximize performance, and resist the tendency to sink into a negative view of change.

### Building Trust Under Pressure: The Basic Principles™

- Identify and apply Basic Principle leadership strengths.
- Use The Basic Principles to address problems and take positive action in challenging situations around change.
- Identify Dealer issues affecting the ability to achieve results.

### Giving Needs-Based Feedback™

- Learn key actions for giving needs-based feedback.
- Plan and facilitate effective feedback conversations.
- Help employees find personal benefits in organizational change.

### Offering Rewards and Recognition™

- Understand the difference between rewards and recognition.
- Offer recognition that supports employee motivation toward change.

### Realizing Talent in Others™

- Recognize the psychological needs of individuals and uncover high-impact developmental opportunities that tap into their internal motivation.
- Link employee developmental activities to Dealer goals and objectives.
- Collaborate on developmental plans that boost employee interest and commitment to change.



## CONNECTING WITH OTHERS: LISTENING AND SPEAKING™

(1 day) Amazingly, it is often assumed that the ability to listen well is a natural gift for which no training is required. This workshop helps participants learn to listen more effectively, master the process of getting people to share information, and ensure you communicate in the most impactful and efficient way.

### Listening in a Hectic World™

- Manage internal and external distractions. Decide when to listen.
- Demonstrate effective listening behaviors that keep conversations on track.
- Demonstrate curiosity and an open mind.
- Listen nondefensively.

### Speaking to Influence Others™

- Learn speaking behaviors to avoid.
- Plan to speak.
- Deliver your message clearly and concisely.
- Handle concerns and request action.

## MANAGING YOUR PRIORITIES™

(1/2 day) Dealers have many challenges to achieving their priorities, with competing demands, distractions, meetings, and 24/7 technology. *Managing Your Priorities™* helps managers and individual contributors identify top priorities, better leverage their physical and mental stamina, and consistently meet the requests made for their time and attention.

- Know what's important and what's not.
- Manage your focus.
- Manage your requests.
- Learn to gracefully say no.